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Third-Party Support

Some of the hardware and software that were a part of your Compaq purchase are supported by third-party vendors. If you need technical support or other information, please contact the product vendor from the following list:

MGI VideoWave III

Company Name: MGI
Support Phone: (905) 764-8447
E-mail: video@mgisoft.com
OEM Support: (905) 707-3573
OEM e-mail: support@mgisoft.com
Germany Freephone: 0130-818908
France: 0800-909132
Ireland: +353-1-834-0034
E-mail in Europe: eurosupport@mgisoft.com

Logitech QuickCam, Logitech Mouseware

Company name: Logitech
Support Phone: (702) 269-3457
Web site: www.logitech.com

RioPort Audio Manager

Company Name: RioPort
Support Phone: (541) 967-2430
Web site: www.rioport.com

Compaq.NET

Compaq Computer Corporation
Tech Support Phone: (888) 874-4468
Billing Support Phone: (888) 629-6920
Web site: www.compaq.net

NetZero

Company Name: NetZero
Standard Support: (805) 418-2020
Priority Support: (877) 272-9929
Fax Support: (805) 418-2026
E-mail Support: support@netzero.net
Web site www.netzero.com

AOL

Company Name: America Online
Customer Service Phone: (800) 235-0889

Salvat Encyclopedia

Company name: Salvat Editores S.A.
Support Phone Latin America: (52) 5-203-4393
Support Phone Spain: (34) 93-495-5700
E-mail: infosalvat@salvat.com
Web site: www.salvat.com

McAfee Virus Scan

Company Name: McAfee
Support Phone: (408) 572-1500
Web site: www.mcafee.com

just!Burn CD-RW Software

Company Name: Cequadrat
Web site: www.cequadrat.com

Compaq A1000 All-In-One

Compaq Computer Corporation
Support Phone: (281) 927-5272
Web site: www.compaq.com

Lexmark Z51 USB Printer

Company Name: Lexmark
Support Phone: (800) LEXMARK
Web site: www.lexmark.com

Installing and Using Your Lexmark Z51 USB Printer

In order to further simplify your printer setup, we have pre-installed the driver for the Lexmark Z51. This driver is the most recent update, and it should be used instead of the driver that came on CD with your printer. If you should ever need to re-install this driver, you can use the Selective Restore feature in QuickRestore, which is on your PC hard drive. For detailed instructions on running QuickRestore, please refer to your *Service and Support Guide*.

Using a USB-to-Parallel Printer Adapter and the EZ2000 Series PC

Some parallel printers may not operate properly when attached to the EZ 2000 Series PC via a USB-to-Parallel printer adapter. Most USB-to-Parallel adapters do not support bi-directional communication between the printer and the PC.

The Compaq IJ300, IJ700, IJ750, IJ900 and A900 printers do not support USB-to-Parallel printer adapter attachments.

It is highly recommended that you purchase a USB printer or contact the USB-to-Parallel adapter manufacturer for assistance.

Compaq.NET and 10-Digit Dialing

If you live in an area with mandatory 10-digit dialing (you must dial an area code for every call), you will need to set your Compaq.NET dialer to do this.

To access the settings screens, complete the following:

1. Double-click the Compaq.NET Dialer icon on your Windows desktop.
2. Click **Properties**.
3. Select the **General** tab.
4. Click **Phone Book**.
5. Select service type, your state, and the nearest local access number from the drop-down lists.
6. Click **OK**.
7. At the Dialer Properties screen, verify that **Use dialing rules** is checked.
8. Click **Dialing rules**.
9. On the **My locations** tab, click **Area code rules**.
10. In the When calling within my area code field, check **Always dial the area code**.
11. In the When calling to other area codes field, add your local area codes (those not requiring you to dial 1 before the number) by clicking **New**.
12. Type the area code and click **OK**.
13. Repeat steps 11 and 12 to add all your local area codes.
14. Click **OK** three times to apply the settings.

Important Information About Your QuickRestore Options (applies to Presario EZ2200 only)

For added convenience, we have pre-installed the QuickRestore feature on your PC hard drive.This eliminates the need for the QuickRestore CDs mentioned in your *Service and Support Guide*.

To access the QuickRestore features on the PC hard drive, complete the following steps:

1. Double-click the **Compaq Support** icon on the Windows desktop.
2. Point your cursor at **Compaq Support** and click the **QuickRestore** icon.
3. Select the desired QuickRestore function and follow the on-screen instructions.

NOTE: Please refer to your *Service and Support Guide* for details on each of the QuickRestore functions.

If you need to order the QuickRestore CDs, please call 1-800-952-7689. You will need your model and serial numbers to order the correct discs.

Using the USB Ports on Your Compaq USB Internet Keyboard

The USB ports on your Compaq USB Internet keyboard were designed to support low-power USB devices only. Devices of this type include USB scroll mouse devices, gamepads, and joysticks. High-power devices, such as scanners, printers, and cameras, should be attached to the USB ports on the PC.

If you receive a message that states “USB hub power exceeded...” you should attach the USB device to a USB port on your PC.

Audio Setting for QuickCam Express (available on select models)

When launching QuickCam Express for the first time, you will be prompted to complete the software setup. Follow the on-screen instructions until you get to the QuickCam Audio Tuning Wizard. At the Microphone Check screen, if the volume bar does not respond, indicating that the microphone is working, do the following:

1. Click the icon in the Recording Level area.
2. In the Recording Control window, select **Microphone** as the recording device.
3. Click ☒ to close the Recording Control window and return to the Microphone Check screen. The volume bar should now respond to sound.
4. Click **Next** and follow the on-screen prompts to complete the setup.

NOTICE

The information in this guide is subject to change without notice.

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